OWG 62 IT General Support: Desktop Management - Domain Integration Approved Recommendations

1. Recommends providing the new U with enterprise hardware and software support for both Mac and iOS devices that offer user flexibility while meeting educational needs. Mac support also aims to provide the level of service currently available for our PC users in imaging, patching and security. Mac support can also deliver a customized experience for faculty, staff and student labs providing specialized software and settings.

2. Recommends that in the first year of the consolidation there will be a one-way trust relationship between both campuses' current domains. This will allow authentication and access to resources at both sites that are available through Active Directory. When the New U domain is constructed, the Active Directory structure will meet the needs of the new university.

3. Recommends that the new University utilize LanDesk as their desktop imaging solution. DSC currently utilizes LanDesk for their imaging needs while ASU currently uses SCCM. New images will be created and deployed at both campuses for a unified end user experience.

4. Recommends creating a new patch management process which allows ITS to strategically patch end-user machines. It is recommended we utilize LANDesk for patching computers with Windows OS and general updates. Apple Remote Desktop will be used to patch Apple computers with Mac OS.

5. Recommends that the new University create and implement a living document to house all IT supported device standards across the University. The EWTA (Enterprise-Wide Technical Architecture) will be publicly available for customer reference and include supported items such as desktops, tablets, servers, A/V equipment, printers etc. A centralized IT procurement process/IT review will be in place as well.

6. Recommends that the new university utilize LanDesk Kaspersky which is already in production at both campuses and offers antivirus, antimalware, and the required reporting tools which will be leveraged to enforce end-point security and monitoring.

7. Recommends that the new University create and implement a new strategy for stream-lined processing of IT inventory. Documenting and tagging of new and current inventory using the program, Samanage. This approach will help alleviate technology auditing pressures and create a unified inventory system across all campuses.

8. Recommends continuing to offer the training portfolio of services currently in existence by the East & West campuses. The processes and services defined and agreed upon by the intersecting units are based on the premise of avoiding a reduction of service.

9.   Recommends that service offerings are reviewed based on viability and needs analysis and a subsequent prioritization of these training needs be made as a direct result of the consolidation.

10. Recommends developing processes that are clearly defined and agreed upon by the adopting units based upon the final decision of the consolidation organizational structure by developing workflow processes, training IT personnel on proper ITIL workflow and develop ITIL templates for easy adoption.

11. Recommends that both campuses implement a model of support and preventative maintenance to computer labs. Current computer labs will be inventoried by Service Desk personnel. ITS Student workforce will perform bi-weekly "health checks" on computers in labs and report back any issues to Desktop technicians. ITS will deploy the software, "LabStats," to track computer and software utilization.

12. Recommends consolidating all similar existing enterprise licensing into one agreement. All enterprise vendors are to be notified prior to July 1, 2017 of the intent to continue or discontinue services, any relevant information with regards to projected FTE/Seats required, adjusted standard renewal/anniversary date of July 1, 2017 to align with the FY budget (if not already), request any legal amendments or contract changes that may be required, and quote for future budgetary purposes.

13. Recommends adopting a life cycle replacement cycle that includes annual refreshes of IT functional assets. Assets to be life cycled include faculty/staff/classroom/computer lab computers, Classroom Audio Visual equipment, Security cameras and Infrastructure equipment (servers, storage, wired networking and wireless networking).

14. Recommends combining and creating a new unified Service Desk that supports all users across all campuses. The new Service Desk will utilize cloud-based software, Samanage, to track and document work order systems. New ServiceDesk workflow will increase both efficiencies, response times and customer service.

15. Recommends consolidating SharePoint into one instance to exist in Office 365 SharePoint.

16. Recommends consolidating file sharing and print services into a single solution for the new university.